

ABSTRACT

A system for allowing members or prospective members to simultaneously contact multiple providers to secure an appointment on short notice. The system also enables the provider to view or obtain requests for appointments from members who the provider may not have previously met and/or served. The system further enables a facilitator 304 to monitor the communication exchanges between members and providers and to intervene directly if needed. The system includes a web application, a provider network, facilitator, a database server, a web server, and a database. The web application includes a web site that facilitates interaction between members, providers, the facilitator and the system. The web site also includes a list of common medical terms, phrases, and pharmaceuticals that are cross-referenced in multiple languages. The provider network processes information provided by users of the system and the database stores information processed in the system.

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